

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	5518	((customer or contact) near3 (relationship adj management)) or CRM or "customer relationship management" or "contact relationship management" or "contact management") and (value or worth)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/01 17:25
S2	2104	S1 and (metric or kpi or kbi or indicator)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/01 17:27
S3	33	S2 and ((best or worst) adj (case adj (scenario or situation)))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/01 13:22
S4	33	S2 and ((best or worst or ideal or optimal) adj (case adj (scenario or situation)))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/01 13:22
S5	47	S1 and ((best or worst or ideal or optimal) adj (case adj (scenario or situation)))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/01 13:22
S6	774	((customer or contact) near3 (value or worth)) and (strategy) and "705".clas.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/01 13:29
S7	1	("6970830").PN.	USPAT; USOCR	OR	OFF	2007/04/01 13:29

O = scanned titles, abstract, KWIC

## EAST Search History

S8	5561	((customer or contact) near3 (relationship adj management)) or CRM or "customer relationship management" or "contact relationship management" or "contact management") and (value or worth or equity or profitability)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/01 17:26
S9	2121	S8 and (metric or kpi or kbi or indicator)	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/01 17:32
S10	524	S9 and "705".clas.	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/01 17:27
S11	992	S8 and ((customer or user or client) near4 (profile))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/01 17:33
S12	379	S11 and ((log or record or file or profile or history) near4 (transaction or purchas\$4))	US-PGPUB; USPAT; USOCR; FPRS; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/01 17:33

# EAST Search History

S13	372	("20010020242"   "20010052003"   "20010054004"   "20010056366"   "20020016735"   "20020032603"   "20020032725"   "20020035501"   "20020035568"   "20020038299"   "20020046138"   "20020049622"   "20020072951"   "20020072982"   "20020073058"   "20020087387"   "20020107701"   "20020116362"   "20020143870"   "20020161685"   "20020178166"   "20030040845"   "20030065805"   "20030083922"   "20030097292"   "20030120502"   "20030139975"   "20040002887"   "3808410"   "4674043"   "4700295"   "4908761"   "4914586"   "4937863"   "4972504"   "5023907"   "5124911"   "5227874"   "5245533"   "5278751"   "5421008"   "5537314"   "5579222"   "5615312"   "5619648"   "5649114"   "5659469"   "5692107"   "5710887"   "5717923"   "5721831"   "5740549"   "5745681"   "5752238"   "5758257"   "5765142"   "5774868"   "5787422"   "5799151"   "5809481"   "5819092"   "5819241"   "5819285"   "5826242"   "5832457"   "5848396"   "5870555"   "5873069"   "5890137"   "5897622"   "5914670"   "5924068"   "5924105"   "5930764"   "5931907"   "5933811"   "5937387"   "5940809"   "5946661"   "5958008"   "5966695"   "5970464"   "5970482"   "5974396"   "5974398"   "5987247"   "5999927"   "6006197"   "6009407"   "6011837"   "6014638"   "6026397"   "6026433"   "6029141"   "6029164"   "6029174"   "6029195"   "6034970"   "6055510"   "6058398"   "6058418"   "6061658"   "6078891"   "6105055"   "6119933"   "6134548"   "6145003"   "6148289"   "6151582"   "6151601"   "6154766"   "6170011"   "6199081"   "6202210"   "6212178").PN. OR ("6226623"   "6233575"   "6236975"   "6236977"   "6236990"   "6240411"   "6256623"   "6262987"   "6263334"   "6267672"   "6282548"   "6285983"   "6286005"   "6289342"   "6317752"   "6321206"   "6327572"   "6332154"   "6334110"   "6338066"   "6345288"   "6381599"   "6393465"   "6401091"   "6401118"	US-PGPUB; USPAT; USOCR	OR	OFF	2007/04/01 17:46
4/1/2007 7:34:23 PM					Page 3	

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Database: Multiple databases...  
Look for terms in: Citation and abstract  
Publication type: All publication types
- ((LSU({CUSTOMER RELATIONSHIP MANAGEMENT})) AND (LSU({MARKET STRATEGY}) OR LSU({MARKET STRATEGIES})))) AND PDN (<1/30/2001) 33 results as of April 1, 2007  
Database: Multiple databases...  
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Publication type: All publication types
- (LSU({CUSTOMER RELATIONSHIP MANAGEMENT})) AND (LSU({MARKET STRATEGY}) OR LSU({MARKET STRATEGIES}))) 322 results as of April 1, 2007  
Database: Multiple databases...  
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Publication type: All publication types
- ((LSU({CUSTOMER RELATIONSHIP MANAGEMENT})) AND LSU ({RELATIONSHIP MARKETING}))) AND PDN(<1/30/2001) 4 results as of April 1, 2007  
Database: Multiple databases...  
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- ((LSU({CUSTOMER RELATIONSHIP MANAGEMENT})) AND LSU ({RELATIONSHIP MARKETING}))) AND PDN(<1/30/2001) 4 results as of April 1, 2007  
Database: Multiple databases...  
Look for terms in: Citation and abstract  
Publication type: All publication types
- (LSU({CUSTOMER RELATIONSHIP MANAGEMENT})) AND LSU ({RELATIONSHIP MARKETING}))) 108 results as of April 1, 2007  
Database: Multiple databases...  
Look for terms in: Citation and abstract  
Publication type: All publication types
- ((LSU({CUSTOMER RELATIONS})) AND 32 results as of April 1, 2007

- LSU({CUSTOMER RELATIONSHIP MANAGEMENT})) AND PDN (<1/30/2001)  
*Database: Multiple databases...*  
*Look for terms in: Citation and abstract*  
*Publication type: All publication types*

421 results as of April 1, 2007
- (lifetime value) AND PDN(<1/30/2001)  
*Database: Multiple databases...*  
*Look for terms in: Citation and abstract*  
*Publication type: All publication types*

32 results as of April 1, 2007
- ((LSU({CUSTOMER RELATIONS})) AND LSU({CUSTOMER RELATIONSHIP MANAGEMENT})) AND PDN (<1/30/2001)  
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421 results as of April 1, 2007
- ((LSU({CUSTOMER RELATIONS})) AND LSU({CUSTOMER RELATIONSHIP MANAGEMENT})) AND PDN (<1/30/2001)  
*Database: Multiple databases...*  
*Look for terms in: Citation and abstract*  
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32 results as of April 1, 2007
- (lifetime value) AND PDN(<1/30/2001)  
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421 results as of April 1, 2007
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157 results as of April 1, 2007
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*Publication type: All publication types*

421 results as of April 1, 2007
- (contact relationship management) AND PDN(<1/30/2001)  
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2876 results as of April 1, 2007
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- (LSU({MARKETING MANAGEMENT})) AND PDN(<1/30/2001)  
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8722 results as of April 1, 2007

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 Publication type: All publication types
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- ((LSU({MARKETING MANAGEMENT}) AND (LSU({PERSONAL PROFILES}) OR LSU({PERSONAL PROFILE})))) AND PDN(<1/30/2001) 510 results as of April 1, 2007  
 Database: Multiple databases...  
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 Publication type: All publication types
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 Publication type: All publication types
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 Database: Multiple databases...  
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 Publication type: All publication types
- marketing management AND linda sharp 0 results as of April 1, 2007  
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 Look for terms in: Citation and abstract  
 Publication type: All publication types
- linda sharp 1436 results as of April 1, 2007  
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